Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1   1. (currently amended) A system for collecting,
2   processing, and presenting survey information comprising:

3   I.   an automated survey communication system for
4   connecting to survey participants for
5   conducting a survey to obtain survey data, said
6   survey communication system capable of
7   executing software scripts for implementing
8   desired automated survey routines;

9   II.   a customer viewpoint module for providing
10   software scripts to said survey communication
11   system for surveying survey participants who
12   are customers using a drill-down method,, said
13   survey data obtained from the customers
14   including patient viewpoint data;

15   III. a personal clinical data analysis module for
16   automatically generating analyzed data
17   generated by analyzing said survey data,
18   wherein said personal clinical data analysis
19   module generates reports on said analyzed data
20   for use by the survey consumer;

21   IV.   an office team viewpoint module for providing
22   software scripts to said survey communication
23   system for surveying survey participants who
24   are employees using a drill-down method, , said
25   survey data obtained from the employees
26   including employee viewpoint data; and

27   V.   an office fiscal performance viewpoint module
28   for providing software scripts to said survey
29   communication system for surveying survey
30   participants who are managers using a drill-
31   down method, and further for receiving said
32   survey data from said survey communication
33   system, said survey data obtained from the
34   managers including fiscal performance data; and

35   VI.   an office data presentation module for
36   generating assessed survey information for
37   presenting to end users in a formatted manner,
38   said assessed survey information including
39   information for providing quality assessments
40   of an organization, wherein

41   said drill-down method utilizes one or both of
42   survey data already provided by a current
43   survey participant and historical survey data
44   to determine a subsequent survey question to be
45   asked of the current survey participant, and
46   further wherein

47   said system automatically calculates and displays
48   survey results in real time or near real time
49   to each survey participant utilizing historical
50   survey data to allow each current survey
51   ~~participate~~ <u>participant</u> to see a formatted
52   survey report incorporating the survey data
53   obtained from the current survey participant
54   during or immediately after the conducted
55   survey with the current participant, said
56   ~~displayed~~ <u>survey report</u> ~~analyzed feedback~~
57   formatted in a custom manner based on whether

58   the current survey participant is a customer,

59   or is an employee or a manager.

1 2. (original) The system according to claim 1

2 wherein said generating assessed survey information for

3 presenting to end users in a formatted manner utilizes a

4 compass viewpoint information presentation paradigm.

1 3. (original) The system according to claim 1

2 applied to a medical care provider, wherein said customer

3 is a patient, said system further comprising:

4 a comparative practice data repository for storing

5   and retrieving said survey data and for storing

6   and retrieving said analyzed data and for

7   storing and retrieving said assessed survey

8   information;

9 a historical data repository on clinic performance

10   for storing fiscal historical performance

11   normative data for use by said office data

12   presentation module for generating and

13   displaying historical fiscal performance

14   comparisons for predicting fiscal success; and

15 a clinical and pathophysiologic normative data

16   repository for storing clinical and

17   pathophysiologic normative data obtained from

18   various sources, said clinical and

19   pathophysiologic normative data relating

20   patient parameters including age, gender, and

21   medical conditions.

1 4. (currently amended) The system according to claim

2 3 wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6   D.   verbatim viewpoint comments;

7   and further wherein said employee viewpoint data

8   includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;

11   ii.   opportunities to improve data;

12   iii. job security data; and

13   iv.   performance expectations data;

14   B.   team function data including:

15   i.   team communication data;

16   ii.   team operation data;

17   iii. stress environment data;

18   iv.   change implementation data; and

19   v.   overall viewpoint data;

20   C.   verbatim comments; and

21   D.   employee function data;

22   and still further wherein said fiscal performance

23   data includes:

24   A.   staffing data;

25   B.   compliance data;

26   C.   encounter frequency data;

27   D.   production data;

28   E.   collections data

29   F.   receipts data;

30   G.   accounts receivable data;

31   H.   cost data; and

32   I.   overhead data_.[[;]]

1   5. (original) The system according to claim 4

2   wherein said analyzed data includes:

3 A. comparative patient level data for storing in

4   said clinical and pathophysiological normative

5   data repository, said comparative patient level

6   data including:

7   i. patient age data;

8   ii. patient gender data;

9   iii. patient functional health status data

10   iv. patient health screening data

11   v. patient family medical history data;

12   vi. patient medication data;

13   vii. patient pathophysiology data;

14   viii. patient health habits data;

15   ix. patient counseling data;

16   x. patient satisfaction data;

17   xi. patient health care access data; and

18   xii. patient payment capability data;

19 B. comparative data for stored in said comparative

20   practice data repository; and

21 C. analyzed data stored in said comparative

22   practice data repository.

1 6. (original) The system according to claim 5

2 wherein said assessed survey information includes:

3 A. patient viewpoint results including:

4   i. office process viewpoints;

5   ii. provider care and concern viewpoints;

6   iii. overall visit viewpoints; and

7   iv. verbatim comments on processes;

8 B. functional health status results; and

9 C. fiscal performance viewpoint results.

1   7. (original) The system according to claim 1

2 applied to a medical care provider wherein said customer

3 is a patient and further wherein said analyzed data

4 includes:

5   A.   comparative patient level data for storing in

6   said clinical and pathophysiological normative

7   data repository, said comparative patient level

8   data including:

9   i.   patient age data;

10   ii. patient gender data;

11   iii. patient functional health status data

12   iv. patient health screening data

13   v.   patient family medical history data;

14   vi. patient medication data;

15   vii. patient pathophysiology data;

16   viii.patient health habits data;

17   ix. patient counseling data;

18   x.   patient satisfaction data;

19   xi. patient health care access data; and

20   xii. patient payment capability data;

21   B.   comparative data for stored in said comparative

22   practice data repository; and

23   C.   analyzed data stored in said comparative

24   practice data repository.

1   8. (original) The system according to claim 7

2 wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;

5   ii. provider care and concern viewpoints;

6   iii. overall visit viewpoints; and

7   iv. verbatim comments on processes;

8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1   9. (original) The system according to claim 3
2   applied to a medical care provider, wherein said customer
3   is a patient and further wherein said assessed survey
4   information includes:
5   A.   patient viewpoint results including:
6   i.   office process viewpoints;
7   ii. provider care and concern viewpoints;
8   iii. overall visit viewpoints; and
9   iv. verbatim comments on processes;
10   B.   functional health status results; and
11   C.   fiscal performance viewpoint results.

1   10. (original) The system according to claim 1
2   applied to a medical care provider wherein said customer
3   is a patient and further wherein said analyzed data
4   includes:

5   patient family and social histories;

6   reviews of health habits;

7   health concerns;

8   medication reviews;

9   health screening information; and

10   recommendations based on nationally accepted
11   guidelines, age, gender, and condition specific
12   care.

1   11. (original) The system according to claim 10

2   wherein said generating assessed survey information for

3   presenting to end users in a formatted manner utilizes a

4   compass viewpoint information presentation paradigm.

1   12. (currently amended) A system for collecting,

2   processing, and presenting survey information for a

3   medical care provider comprising:

4   I.   a survey communication system for connecting to

5   a survey participant and obtaining participant

6   survey data, said survey communication system

7   comprising:

8   A.   a connection device connected to a

9   communication network for connecting said

10   communication network to a survey

11   participant; and

12   B.   an automated surveying system connected to

13   said connection device, wherein said

14   automated surveying system executes survey

15   scripts for collecting survey data from

16   the survey participant, said automated

17   surveying system including an automated

18   interactive voice recognition unit for

19   accepting oral responses from the survey

20   participant, said automated interactive

21   voice recognition unit including a voice

22   recognition module to interpret said oral

23   responses and generate said participant

24   survey data therefrom;

25   said automation surveying system further

26   including a means for recording verbatim

27   comments;

28   II.   a patient viewpoint module for providing

29   software scripts to said survey communication

30		system for surveying survey participants who
31		are patients and further for receiving said
32		survey data including patient survey data
33		obtained from the patient, from said survey
34		communication system, said patient viewpoint
35		module containing physician office survey
36		programs comprising:
37	A.	a patient viewpoint program for providing
38		patient viewpoint survey scripts to said
39		external surveying system for obtaining
40		participant viewpoint data from the
41		patient;
42	B.	a functional health status program for
43		providing functional health status survey
44		scripts to said external surveying system
45		for obtaining functional health status
46		data from the patient;
47	C.	a panel membership program for providing a
48		panel membership survey script to said
49		external surveying system for inviting the
50		patient to join a panel;
51	D.	a verbatim comments program for providing
52		verbatim comments survey scripts for
53		obtaining said verbatim comments from the
54		patient;
55	E.	a data storage program for checking an
56		integrity of said participant survey data,
57		and for storing participant survey data
58		that passes an integrity check into a
59		comparative practice data repository; said
60		patient survey data including:

61			i. said participant viewpoint data
62		including:
63			participant satisfaction data;
64			office process viewpoint data;
65			provider care and concern data;
66			and
67			verbatim viewpoint comments;
68			ii. said functional health status data;
69		and
70			iii. said verbatim comments;
71	and
72		F. a data reporting program for providing a
73			report to the patient;
74	III. a personal clinical data analysis module for
75		generating analyzed data for storage in said
76		comparative practice data repository, said
77		analyzed data generated by analyzing said
78		participant survey data, comparative patient
79		level data obtained from a clinical and
80		pathophysiological normative data repository,
81		and primary data obtained from said comparative
82		practice data repository, wherein said
83		generated analyzed data includes:
84		A. comparative patient level data for storing
85			in said clinical and pathophysiological
86			normative data repository, said
87			comparative patient level data including:
88			i. patient age data;
89			ii. patient gender data;
90			iii. patient functional health status data
91			iv. patient health screening data
92			v. patient family medical history data;

93		vi. patient medication data;
94		vii. patient pathophysiology data;
95		viii.patient health habits data;
96		ix. patient counseling data;
97		x. patient satisfaction data;
98		xi. patient health care access data;
99		xii. patient payment capability data; and
100		xiii.recommendations based on one or more
101		of: nationally accepted guidelines,
102		age, gender, or condition specific
103		care
104	B.	comparative data for stored in said
105		comparative practice data repository; and
106	C.	analyzed data stored in said comparative
107		practice data repository;
108		wherein said personal clinical data analysis module
109		generates said analyzed data after an
110		expiration of a period of time since said
111		survey information was last generated, and
112		further wherein
113		said personal clinical data analysis module
114		generates survey reports on said analyzed data
115		for use by the survey consumer;
116	IV.	an office team viewpoint module for providing
117		software scripts to said survey communication
118		system for surveying survey participants who
119		are employees, for validating said employee
120		before providing data access, and further for
121		receiving said survey data including employee
122		survey data obtained from the employee, said
123		employee survey data including:
124	A.	job performance data including:

125			i.	ability to keep pace data;
126			ii.	opportunities to improve data;
127			iii.	job security data; and
128			iv.	performance expectations data;
129		B.		team function data including:
130			i.	team communication data;
131			ii.	team operation data;
132			iii.	stress environment data;
133			iv.	change implementation data; and
134			v.	overall viewpoint data;
135		C.		verbatim comments; and
136		D.		employee function data;

137   wherein said employee survey data is stored in said

138   comparative practice data repository;

139 V.   an office fiscal performance viewpoint module

140   for providing software scripts to said survey

141   communication system for surveying survey

142   participants who are managers, for validating

143   said manager before providing data access, and

144   further for receiving said survey data

145   including fiscal performance data obtained from

146   the manager, said fiscal performance data

147   including:

148   staffing data;

149   compliance data;

150   encounter frequency data;

151   production data;

152   collections data

153   receipts data;

154   accounts receivable data;

155   cost data; and

156   overhead data;

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157    wherein said office fiscal performance viewpoint
158         module stores said fiscal performance data in
159         said comparative practice data repository; and
160         further wherein said office fiscal performance
161         viewpoint module archives historical fiscal
162         performance data in said historical data
163         repository on clinic performance;
164    and
165    VI.  a physician office data presentation module for
166         generating assessed survey information
167         including:
168         A.   patient viewpoint assessments generated
169              using said patient viewpoint data and said
170              analyzed data obtained from said
171              comparative practice data repository;
172         B.   office team viewpoint assessments
173              generated using said employee survey data
174              obtained from said comparative practice
175              data repository;
176         C.   office fiscal performance viewpoint
177              assessments generated using said fiscal
178              data obtained from said comparative
179              practice data repository and said
180              historical data repository on clinic
181              performance; and
182         D.   personal clinical compass viewpoint
183              assessments;
184    said physician office data presentation module
185         further for formatting said assessed survey
186         information into survey reports for display to
187         the survey consumer in real time or near real
188         time with respect to the collection of the
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189   participant's survey data, said formatted

190   assessed survey information including:

191   A.   patient viewpoint results including:

192   i.   office process viewpoints;

193   ii. provider care and concern viewpoints;

194   iii. overall visit viewpoints; and

195   iv. verbatim comments on processes;

196   B.   functional health status results;

197   C.   fiscal performance viewpoint results

198   including:

199   D.   verbatim comments organized by category;

200   E.   survey information sorted according to survey

201   consumer entered criteria, said sorting

202   criteria including Boolean sorting, and wherein

203   the survey reports are presented to each survey

204   participant by the system as a formatted survey

205   report incorporating the survey data obtained

206   from the current survey participant during or

207   immediately after the conducted survey with the

208   current participant, said reports formatted in

209   a custom manner based on whether the current

210   survey participant is a customer, or is an

211   employee or a manager.

1   13. (original) The system according to claim 12

2 wherein said physician office data presentation module

3 formats said assessed survey information utilizing a

4 compass viewpoint information presentation paradigm.

Claims 14-28 (canceled).

1   29. (previously presented) A method for collecting,

2 processing, and presenting survey information comprising

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 3  the steps of:

 4          I.    connecting to a survey participant over an
 5                external communication system;
 6          II.   conducting a plurality of automated surveys
 7                with survey participants, said automated
 8                surveys being conducted according to survey
 9                scripts, said survey scripts providing
10                instructions for conducting said automated
11                survey to collect survey data, said conducting
12                a plurality of automated surveys with survey
13                participants including the steps of:
14                A.   conducting a survey with a participant who
15                     is a customer according to customer survey
16                     scripts including scripts for obtaining
17                     survey data including customer viewpoint
18                     data including:
19                     i.   customer satisfaction data;
20                     ii.  office process viewpoint data;
21                     iii. provider care and concern data; and
22                     iv.  verbatim viewpoint comments;
23                B.   conducting a survey with a participant who is
24                     an employee according to employee survey
25                     scripts including scripts for obtaining survey
26                     data including employee viewpoint data; said
27                     employee viewpoint data including:
28                          i.   job performance data including:
29                               ability to keep pace data;
30                               opportunities to improve data;
31                               job security data; and
32                               performance expectations data;
33                          ii.  team function data including:
34                               team communication data;
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35                          team operation data;

36                          stress environment data;

37                          change implementation data; and

38                          overall viewpoint data;

39                 iii. verbatim comments; and

40                 iv.  employee function data;

41        and

42        C.   conducting a survey with a participant who is a

43             manager according to manager survey scripts

44             including scripts for obtaining survey data

45             including fiscal performance data, said fiscal

46             performance data includes:

47             i.   staffing data;

48             ii.  compliance data;

49             iii. encounter frequency data;

50             iv.  production data;

51             v.   collections data

52             vi.  receipts data;

53             vii. accounts receivable data;

54             viii.cost data; and

55             ix.  overhead data;

56        III. generating analyzed data from said survey data,

57             said analyzed data including:

58             A.   comparative patient level data for storing

59                  in said clinical and pathophysiological

60                  normative data repository, said

61                  comparative patient level data including:

62                  i.   patient age data;

63                  ii.  patient gender data;

64                  iii. patient functional health status data

65                  iv.  patient health screening data

66                  v.   patient family medical history data;
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67		vi. patient medication data;
68		vii. patient pathophysiology data;
69		viii.patient health habits data;
70		ix. patient counseling data;
71		x. patient satisfaction data;
72		xi. patient health care access data; and
73		xii. patient payment capability data;
74	B.	comparative data for stored in said
75		comparative practice data repository
76		including comparisons to nationally
77		accepted guidelines; and
78	C.	historical comparisons based on analyzed
79		data stored in said comparative practice
80		data repository.
81	IV.	generating reports utilizing said survey data
82		and said analyzed data, said reports for use by
83		a survey consumer or for use by said survey
84		participant; and
85	V.	generating assessed survey information from
86		said survey data and said analyzed data, said
87		assessed survey information including:
88	A.	patient viewpoint results including:
89		i. office process viewpoints;
90		ii. provider care and concern viewpoints;
91		iii. overall visit viewpoints; and
92		iv. verbatim comments on processes;
93	B.	functional health status results; and
94	C.	fiscal performance viewpoint results;
95	VI.	formatting at least some portion of said
96		assessed survey information according to a
97		compass viewpoint information presentation
98		paradigm for display to a survey consumer, said

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 99              formatting including presentation of charts,
100              graphs, and textual reports; and
101       VII.   formatting at least some portion of said
102              assessed survey information for providing a
103              derived survey report  to the survey
104              participant in real time or near real time
105              during or immediately after the survey
106              conducted with the survey participant, said
107              formatting being customized based on whether
108              the participant is a patient, or an employee or
109              a manager.
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Claims 30-53 (canceled).